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3629

Attorney's Docket No.: 2950.P015

Patent

In re the Application of: Richard NEY, et al.
(inventor(s))

**AMENDMENT UNDER
37 C.F.R. § 1.116
EXPEDITED PROCEDURE**

Application No.: 09/379,385

EXAMINING GROUP 3629

Filed: August 23, 1999

For: METHOD AND PROCESS FOR ACCUMULATING AND SUMMARIZING DATA FOR DEFINED TIME
INTERVALS WITHIN A CUSTOMER INTERACTION SYSTEM
(title)

ASSISTANT COMMISSIONER FOR PATENTS
Washington, D.C. 20231
Box AF

SIR: Transmitted herewith is an **Amendment After Final Action** for the above application.

Small entity status of this application under 37 C.F.R. §§ 1.9 and 1.27 has been established by a verified statement previously submitted.

A verified statement to establish small entity status under 37 C.F.R. §§ 1.9 and 1.27 is enclosed.

☒ No additional fee is required.

☐ **A Notice of Appeal is enclosed.**

The fee has been calculated as shown below:

	(Col. 1)		(Col. 2)	(Col. 3)
	Claims Remaining After Amd.		Highest No. Previously Paid For	Present Extra
Total Claims	* 27	Minus	** 27	0
Indep. Claims	* 3	Minus	*** 3	0
<input type="checkbox"/>	First Presentation of Multiple Dependent Claim(s)			

* If the entry in Col. 1 is less than the entry in Col. 2, write "0" in Col. 3.

** If the "Highest No. Previously Paid For" IN THIS SPACE is less than 20, write "20" in this space.

*** If the "Highest No. Previously Paid For" IN THIS SPACE is less than 3, write "3" in this space. The "Highest No. Previously Paid For" (Total or Independent) is the highest number found from the equivalent box in Col. 1 of a prior amendment or the number of claims originally filed.

SMALL ENTITY	
Rate	Additional Fee
X9	\$
X42	\$
+140	\$
Total Add. Fee	\$

OTHER THAN A SMALL ENTITY	
Rate	Additional Fee
X18	\$ 0
X84	\$ 0
+280	\$
Total Add. Fee	\$ 0.00

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on September 20, 2002
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Patricia M. Richard
Name of Person Mailing Correspondence
[Signature]
Signature
9/20/02
Date

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GROUP 3600

_____ A check in the amount of \$_____ is attached for presentation of additional claim(s).
_____ Applicant(s) hereby Petition(s) for an Extension of Time of _____ month(s) pursuant to
37 C.F.R. § 1.136(a).

_____ A check for \$_____ is attached for processing fees under 37 C.F.R. § 1.17.

_____ Please charge my Deposit Account No. 02-2666 the amount of \$_____.

A duplicate copy of this sheet is enclosed.

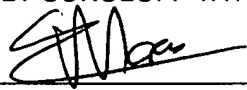
X The Commissioner of Patents and Trademarks is hereby authorized to charge payment of the
following fees associated with this communication or credit any overpayment to Deposit Account
No. 02-2666 (a duplicate copy of this sheet is enclosed):

X Any additional filing fees required under 37 C.F.R. § 1.16 for presentation of
extra claims.

X Any extension or petition fees under 37 C.F.R. § 1.17.

BLAKELY SOKOLOFF TAYLOR & ZAFMAN LLP

Date: 09/20/02



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4/B (#)
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10-8-02
11-1-02

Response under 37 CFR 1.116 Expedited Procedure
Examining Group 3629

Attorney's Docket No.: 2950.P015

Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re of Application of:

RICHARD NEY, ET AL.

Examiner: Dixon, Thomas A.

Application No.: 09/379,385

Art Unit: 3629

Filing Date: August 23, 1999

For: METHOD AND PROCESS FOR
ACCUMULATING AND SUMMARIZING
DATA FOR DEFINED TIME INTERVALS
WITHIN A CUSTOMER INTERACTION
SYSTEM

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Commissioner for Patents
Washington, D.C. 20231

AMENDMENT AFTER FINAL OFFICE ACTION UNDER 37 C.F.R. 1.116

Sir:

In response to the Final Office Action mailed July 18, 2002, Applicants respectfully request the Examiner to enter the following amendments and consider the following remarks:

FIRST CLASS CERTIFICATE OF MAILING

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